NATIONAL CONVENTION CENTRE Canberra

Where the nation meets

National Convention Centre

2015 Exhibition and Service Manual

Valid to 31st December 2015

31 Constitution Avenue
Canberra ACT 2601
PO Box 1013, Civic Square ACT 2608

P: 61 2 6276 5200
F: 61 2 6276 5276
www.nccc.com.au

Please note: All information in this document is current at the time of printing and may be subject to change at the discretion of the National Convention Centre Management.

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Introduction

Welcome to the National Convention Centre!

The National Convention Centre is owned by the Australian Capital Territory Government and operated by InterContinental Hotels Group.

This Exhibitor Information and Services Manual has been designed with the intention of making your experience at the National Convention Centre as smooth as possible. This manual includes all the necessary information, rules and regulations, locality maps, forms and delivery dockets to ensure that your participation in the exhibition is successful.

To ensure all your requirements are met, please read all the information contained in this manual and complete the forms where appropriate.

The Service Request Forms should be completed and returned to the National Convention Centre with payment prior to the commencement of the exhibition as stipulated in the forms. All forms will be processed only after payment and forms have been received.

Our Details

If you have any further queries about the venue or the exhibition, please do not hesitate to contact our Events Team at the National Convention Centre.

Events Administrator
National Convention Centre
PO Box 1013
Civic Square ACT 2608
Telephone: +61 2 6276 5200
Facsimile: +61 2 6276 5276
Email: ncc.sales@ihg.com

Workplace Health and Safety

Any contractors working on-site will need to provide copies of both Workers Compensation and Public Liability certificates for all contractors. These need to be provided to the venue **five (5) working days prior to the event.**

All contractors, subcontractors and production companies must undergo a site induction process with the National Convention Centre prior to commencing any work.

All Event Organisers, their exhibitors, contractors, subcontractors and other associated staff are to comply with the Workplace, Health and Safety requirements of the National Convention Centre. This compliance includes familiarisation with the fire and evacuation procedures, which are established for the National Convention Centre. Anyone not adhering to these requirements may be asked to stop work and consultation may be required before further work can continue.

All contractors and sub contractors must review, comply and acknowledge our Workplace, Health and Safety policies and procedures before work can commence on site. All workers performing duties on-site are required to attend a short induction outlining the venue evacuation procedures and general Workplace, Health and Safety standards.

The following procedures and requirements are to be adhered to by all contractors working on the premises of the National Convention Centre, regardless of whether they are providing services directly to the National Convention Centre, or are working for an Event Organiser. Failure to comply will place the contract entered by the InterContinental Hotels Group trading as the National Convention Centre Canberra and the Event Organiser in jeopardy.

High visibility vests and enclosed shoes must be worn at all times during bump in/bump out and at any time whilst on the loading dock. High visibility vests must be brought on-site with the exhibitor or contractor.

All custom build booths must be pre approved by the National Convention Centre Canberra, a plan of the custom build booth must be provided no later than **thirty (30) working days prior to the event.**

Gambling, consumption of illicit substances or alcohol is strictly prohibited of all Event Organisers, contractors, sub-contractors and production company staff during bump in and bump out.
Smoking is not permitted within the National Convention Centre.

Audio Visual

Our audio visual partner is Staging Connections, as a well established and experienced provider of technical and creative service. Staging Connections will assist you with audio, lighting, data and vision requirements for your event and can also provide themeing, video, graphic and production support should you require.

Staging Connections
Nicholas Cossart - Event Staging Manager
PO Box 1013
Civic Square ACT 2608
Telephone: 61 2 6257 6786
Email: NCossart@stagingconnections.com.au

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Catering/Food and Beverage Accounts

For the convenience of exhibitors, we have put together some suggestions for food and beverage on the catering form located on page 20, which can be pre-ordered and consumed at various exhibition booths during an exhibition. Please complete the account form and sign and return no later than **ten (10) working days prior to the event.**

The National Convention Centre has the sole catering rights to all food and beverage products. Exhibitors are not permitted to bring any food and beverage into the venue from outside caterers or suppliers.

All alcoholic beverages served to centre guests must be served by RSA certified staff. These may be supplied by the exhibitor (certification must be presented before arrival to venue) or hired from the National Convention Centre at a cost to the exhibitor.

Access to National Convention Centre

All Event Organisers must provide full particulars on exhibition bump in and bump out schedules including: on-site organisers, exhibition contractor, major shell scheme contractor, freight forwarding company, security company, rigging contractor, and electrical contractor. On-site event organisers (main point of contact) must have the capacity to make decisions and issue instructions to their staff, on instruction from the National Convention Centre Duty Manager.
Only designated service entrances, lifts and loading docks are to be use for the transportation of materials.

Exhibition Hall, Ground Floor

Ceiling Heights:

Height of entrance to Exhibition Hall via loading dock bi-fold doors	3.9m
Height of entrance to Exhibition Hall via main foyer	2.47m
Height of Exhibition Hall floor to ceiling trusses	9.0m
Height of Exhibition Hall floor to underside of gallery	3.06m
Exhibition Hall floor to ceiling	10.4m

Area: 2,000M^2

Floor Loading: 700kg M^2

Ceiling Loading: Details and ceiling diagrams provided upon request

Power:
Floor pits: 18 pits that house
- 2 x double 10 amp general purpose outlet
- 1 x 15 amp outlet
- 3 phase outlets at specific locations

Surrounding: 9 x 32amp 3 phase outlets
Walls: 1 x 50amp 3-phase outlet

Flooring: Carpeted throughout

Ballroom, First Floor

Ceiling Height: 4.5m

Area: 650 M^2

Floor Loading: 500kg / M^2 distributed
360kg / M^2 concentrated

Power: Walls/ Ceiling

Flooring: Carpeted throughout

Goods Lift: Weight capacity: 1428kg
Lift door dimension: 1900mm (L) x 1400mm (W) x 2100mm (H)

Access for bump in & bump out

Main vehicle access to the Exhibitor Loading Area (back of the Exhibition Hall) at the National Convention Centre is via Constitution Avenue. The height of the exhibitor loading dock is 4.2m. All goods must be removed from the venue by the next working day.

Exhibitors/guests are required to move their vehicles to the car park after unloading their car. The loading dock and terrace at the National Convention Centre is for loading and unloading only. The general goods loading dock is open from 8:00am to 16:00 (closed on public holidays). The Exhibition Hall loading dock is open depending on the approved event bump in/bump out schedule. Under no circumstances are vehicles to be left unattended on the terrace area or on the loading dock for a period of over 30 minutes.

Please note: clients should be aware The National Convention Centre does not have a forklift on site.

Car Parking

Paid parking for 350 cars, with internal lift access from entry level is available underneath the National Convention Centre. The entrance height of the car park is 1.9m. Pre-paid parking is available at Reception, in the Main Foyer. Exit tickets may be obtained by completing the exhibitor services request form attached and returning it to the National Convention Centre with full payment at least 10 working days prior to your event. Alternatively, voucher public parking is available across the road from the Centre. If you have a large vehicle please contact the Centre prior to the event to discuss alternate arrangements. Under no circumstances are exhibitors permitted to park in or around the Centre, other than in the designated spaces provided. These areas are regularly patrolled by Government parking inspectors.

Rigging

Licensed riggers required to perform rigging work at the National Convention Centre will be asked to produce their high risk (RB,RI or RA) tickets before they commence work. Riggers must complete a hazard analysis and submit this to the Centre **seven (7) working days prior to the work being undertaken.**

Scissor Lift & Boom Lift

Arrangements can be made to hire a scissor lift or boom lift through the National Convention Centre. Current operating tickets must be sighted before hire approval is granted. Alternatively, qualified staff may be hired to operate the lift. Please note: the boom lift can only be used when the exhibition is a build zone and prior to exhibitor access. Current hire charges, both with and without operators, are available upon request. Refer to order form on page 15.

Banners and Signs

The National Convention Centre can arrange to hang your banners and signs in accordance with organiser's requirements via Staging Connections. This service must be arranged prior to arrival at the Centre. For further information regarding banner hanging please contact Staging Connections on +61 2 6257 6786.

Display and Set up

- No structure can be fixed to the venue structure, and must not interfere with adjacent stands.
- No equipment, fittings or materials may be placed in any aisle walkway or in such a position that the access to any designated exit is in any way obstructed.
- Materials used in stand construction and design must not be readily ignitable nor emit toxic fumes should ignition take place.
- The structure of the building must remain in the same condition as prior to set-up. Any changes to the building and property of the National Convention Centre will be charged to the company at fault.

Electrical Equipment

All electrical equipment used by contractors and exhibitors must comply with current Australian Electrical Standards and Workplace Health and Safety Regulations. The National Convention Centre reserves the right to refuse any equipment used by contractors, exhibitors and clients.
Points to note:

- Electrical equipment and leads must be currently tested and tagged.
- Damaged or faulty equipment will not be permitted to be used in the Centre.
- Frayed electrical cables and leads will not be permitted to be used in the Centre.
- The Centre does not always have a qualified appliance tester on site, one may be available at a charge.

Fire Safety & Dangerous Substances

An exhibitor must not bring in or use at the exhibition site, dangerous and hazardous goods or equipment such as poisonous gas, fuel, noxious materials, or other flammables, and equipment using such flammable materials as gas stoves and electric stoves without prior consent from the National Convention Centre management. Even if consent is given, it will be subject to adequate precautionary measures being taken and will comply with all ordinances and laws of the Australian Capital Territory and the Commonwealth of Australia.

LPG use on Exhibitor Stands

The National Convention Centre must be notified of intent to install LPG appliances prior to the move in period. Each application is assessed with the safety of the public as its priority. The National Convention Centre reserves the right to accept or reject any application.

The use of LPG on stands is allowed in the Exhibition Hall, however the following policies apply:

- All installations carried out in accordance with the relevant statutory acts and regulations
- All applications must be approved for the use in accordance with the relevant acts and regulations
- The quantity of LPG held within a stand is to be limited to that amount reasonably consumed in one day
- Maximum cylinder size = 9kg. Approval must be sought for larger cylinders
- One cylinder per appliance
- Centralised cylinders with appliances connected to a reticulation system is not permitted
- Cylinders must be fitted securely to appliances to prevent the cylinder from falling
- Cylinders and connections must be protected from damage
- Control of cylinders must be accessible by the stand but not by the public
- Each evening at the close of the show the LPG must be turned off at the bottle and cylinders must be removed from the building overnight to the loading dock for overnight storage.
- Security and provision of storage facilities at designated areas is the responsibility of the Event Organiser
- All installations must be tested for leaks prior to each operational period by an approved "sniffer" device e.g. AGL "snoop" or by electronic detectors
- An appropriate fire extinguisher must be present on every stand where LPG is being used
- A risk assessment must be completed a minimum of 3 days prior to the event and after which consent may be granted by the National Convention Centre.

Animals

No animals - birds, fish etc. (with the exception of Guide Dogs) are permitted in the Centre at any time, except as an approved exhibit, or as part of an approved activity or approved performance requiring the use of animals. Such animals that are permitted must be under control, in a pen or on a leash and at all times remain the full responsibility of the exhibitor. Written approval must be obtained prior to any animal (other than Seeing Eye dogs) entering the Centre. Permission must be sought to leave an animal on site overnight.

Smoke Detector Isolation

Please be aware that smoke detectors are in place throughout the Exhibition Hall. Items such as helium balloons, smoke, steam and vapour may trigger this device. Therefore it is imperative that you advise your Event Coordinator prior to arrival at the Centre, and arrange for Smoke Detector Isolation if necessary, at a cost of $515.00 per day. Please note that this service will be reinstated daily. If the detectors are set off due to client or exhibitor negligence, a charge will be passed on directly from the ACT Fire Brigade. A minimum of **seven (7) days** notice is required for isolation. A retrieval fee will also be charged to any exhibitor who has helium balloons released into the ceiling.

Vehicles and Other Machinery

- Vehicles must be driven in and out of the building, during bump in and bump out of an exhibition, at a walking pace. Passenger or Non-Exhibitor Vehicles are not to enter the building except in loading dock area and only under supervision of Centre staff.
- The weight load of the vehicle must be approved by the venue prior to the event.
- The integrity of the vehicle's fuel and oil system is to be inspected by the exhibitor or their nominated representative, before it is permitted to enter the building.
- All display vehicles and machines must be inspected daily by the exhibitor whilst it is located in the building. If a fuel system is found to be leaking, the vehicle must be removed from the building for repairs to be carried out.
- No motor in any vehicle or appliance may be started during an exhibition for demonstrations or any other purpose whilst within the Centre.
- All show cars and presentation cars must have oil drip trays in place and must be provided by organiser.
- All keys for any vehicles on site must be signed in and signed out at the Centre reception (i.e. show vehicles, forklifts, boom and scissor lifts) for the duration of the time on site.

Insurance

Exhibitors should also consult their own insurance companies for suitable coverage of their exhibition merchandise and displays in respect of:

- Insuring exhibits and contents of stands against loss and damage
- Expenses incurred due to cancellation or postponement of the exhibition
- Additional public liability.

Disclaimer

Subject to any provision of the Trade Practices Act 1974 (if applicable) which cannot be excluded the National Convention Centre will not accept responsibility for damages or loss of goods and property left in the Centre prior to, during or after an exhibition. All goods and satchels belonging to clients must be claimed and removed from the Centre by the following working day. The National Convention Centre reserves the right to inspect vehicles leaving the Centre during bump and bump out of an Exhibition.

Deliveries

All exhibition goods being forwarded to the National Convention Centre should be marked with a delivery label (refer to attached form, page 23). Arrangements should be made for goods to arrive on the Exhibitor bump-in day or up to two working days prior.

If the event falls on:	**Deliveries will be accepted by the venue no earlier than:**
Monday	Previous Thursday
Tuesday	Previous Friday
Wednesday	Previous Monday
Thursday	Previous Tuesday
Friday	Previous Wednesday
Saturday	Previous Thursday
Sunday	Previous Thursday

- The National Convention Centre does not take or accept responsibility for the safety of any items, delivered, stored or dispatched to the site in the absence of the exhibitor, agent or contractor
- Deliveries can only be accepted on Monday – Friday between 8am-4pm.
- Centre labels found on page 24 must be used and fully completed prior to the delivery being sent. Any goods that are not labelled correctly or delivered outside of two working days prior to the event may be not accepted by the Centre.
- The Centre does not have a forklift on site**.** If you require delivery of non standard Australian pallets (larger than 1165mm x 1165mm and/or heavier than 1t) the truck may require a working tailgate or alternatively please contact your exhibition build company to discuss a solution.
- All hand loaded items need to be under 25kg or have another way of moving them (eg. attached wheels)

Collection

- All goods must be removed by the next working day. The National Convention Centre reserves the right to dispose of any goods left at the Centre after 7 days.
- A completed consignment note must be attached to boxes for prompt collection. It is advised that exhibitors using a courier service book a pick up time with the courier company of your choice *prior* to bump out time.
- Consignment notes should be organised prior to the end of the event. Please note that Centre staff **cannot** sign the dangerous goods declaration/customs form.
- If goods need to be collected urgently, please advise the Centre to discuss how we can help you.

Storage

Goods will only be accepted two working days prior to an event. Any goods that arrive more than two working days prior to the event the Centre has the right to decline the delivery. Materials for packaging, crates, boxes etc. should be labelled, and removed from the premises during exhibition open hours. Packing materials may only be stored at your stand if they are out of sight and must be contained within the booth area. Once the event has concluded, all goods should be removed from the Centre by the next working day. If you have any delays in pick up please notify the Centre.

Community Involvement

At the National Convention Centre we play an active role in the community and everyone is invited to participate and make a difference. You can help us by donating surplus promotional items, such as satchels, note pads, caps, t-shirts, pens, water bottles, balls, etc.

We organise delivery of these items to orphanages and schools in Nepal, India, Zambia and South East Asia. If you are able to contribute, please notify Reception and label goods with "Orphanage Appeal" during the exhibition move out.

Give-aways and prize draws at conferences, events, and exhibitions in the ACT

When an exhibitor gives away a prize at the stand, this is classified as a lottery. When a conference or meeting gives a prize to someone attending, this is classified as a lottery. When a seminar or function gives away a lucky door prize this is classified as a lottery.

The guidelines specify that whenever there is an element of chance, or a combination of skill and chance, the draw is classified as a lottery and a permit must be obtained, even if the prize has a very low (or nil) value. Usually any kind of draw (names out of a hat; business cards out of a bowl, lucky door prize, etc) requires a permit.

An information sheet and application are available on the ACT Gambling and Racing Commission website. There is a fee for the permit (currently approximately $64 for prizes up to $1,000; and approximately $123 for prizes of $1,001- $2,500). A minimum of seven working days is required to get a permit. If you are caught conducting a lottery without a permit, a fine may apply.

The fine applies to the person/organisation conducting the lottery and may apply to the Centre.

A permit is NOT required:

- If everyone who enters wins or is given the same prize (eg : door gift/ corporate gift)
- If there is any element of skill attached to the awarding of the prize, even token skill such as a guessing game, colouring-in competition, ring-toss, answer a question, etc.
- If no one from the ACT is eligible to enter and the lottery was not publicised in the ACT (these rules are there to protect ACT residents)
- If the prize is a rebate or discount on fees paid, or conference costs

In all other cases, a permit is required.

For more information and application forms, go to the Commission's website: www.gamblingandracing.act.gov.au and click on the lotteries section.

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National Convention Centre Account Details

Please be advised that the following account details should be used for any EFT payments to the National Convention Centre Canberra.

Trading Name: National Convention Centre
Account Title: INTERCONTINENTAL HOTELS GROUP (AUSTRALIA) PTY LIMITED
Bank Name: Westpac
Branch: Westpac, St Leonards, NSW
BSB Number: 032 297
Account Number: 221 416
(Intl)Swift Code : WPACAU2S

Please indicate on each order form if an EFT payment has been made and your reference.

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Stand Cleaning Order Form

Exhibition/Conference Name: _____

Event Date: _____Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

If you require your stand to be vacuumed, mopped and dusted prior to the opening or at the conclusion of each day, a charge of **$50.00 per hour applies**. Minimum of 1 hour applies. Please complete the table below:

Dates Required	**Time**	**Cost per day**
Total charges		**$**

Please Note:

- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- The National Convention Centre is responsible for the cleaning of public areas, foyers and exhibition aisles. These areas are cleaned and rubbish bins emptied on a regular basis by the Centre staff. Care will be taken in the cleaning of exhibitor stands, however the Centre will not be held responsible for any damage to exhibitor or their contractor's stand, furniture, product or signage.

Payment Details

Credit Card Number: _____ Expiry Date:_____

Bankcard Mastercard Visa Diners card American Express

Card holder name: _____ Signature: _____

I hereby authorise the National Convention Centre to process authorised charges to the above credit card

Please Return to:
National Convention Centre Canberra
PO Box 1013
Civic Square ACT 2608
Fax : 612 6276 5276

Visa and MasterCard payments incur a merchant service fee of 1.5%, American Express, Diners and JCB payments incur a merchant service fee of 3% which will be added to the total amount payable.
Payments made in cash, by company cheque, or by direct deposit do not incur a service fee.

Car Park Order Form

Exhibition/Conference Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

Dates Required	Number of Tickets	Type of Ticket	Price	Total Cost
		Single exit	@ $18.00 per day	$
		Single exit	@ $18.00 per day	$
		Single exit	@ $18.00 per day	$
		Multi exit	@ $21.00 per day	$
		Multi exit	@ $21.00 per day	$
		Weekend exit	@ $3.00 per day	$
Total charges				**$**

Please Note:

- If your vehicle is larger than 1.9m high and/or has a trailer, please contact the Centre to discuss other parking arrangements
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Prices maybe subject to change at the discretion of the Management

Payment Details

Credit Card Number: _____ Expiry Date:_____

Bankcard Mastercard Visa Diners card American Express

Card holder name: _____ Signature: _____

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Lifting Equipment Hire Order Form

Exhibition/Conference Name: _____

Name:_____

Event Date:_____ Stand Number: _____

Contact Name on Day:_____

Company Name:_____

Address: _____

Telephone: _____ Fax:_____

Email: _____

Operators Name: _____ Ticket/License No:_____

Lifting Equipment	**Rate**	**Dates/Times Required**	**Total**
Forklift and licensed driver (per day) ** Please call NCC for preferred supplier			$
Scissor Lift (per day)	$380.00		$
Scissor Lift (per hour)	$60.00		$
Boom Lift (per day)	$380.00		$
Boom Lift (per hour)	$60.00		$
Total			**$**

Please Note:

- The National Convention Centre does not have a Forklift on site
- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- All operators must produce their current relevant licenses before operating any of the above equipment. Please attach a photocopy of your licence/Ticket, and photo ID and return with this order
- Boom lift above 14m requires a high risk licence

Payment Details

Credit Card Number: _____ Expiry Date:_____

Bankcard Mastercard Visa Diners card American Express

Card holder name: _____ Signature: _____

I hereby authorise the National Convention Centre to process authorised charges to the above credit card

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PO Box 1013
Civic Square ACT 2608
Fax : 612 6276 5276

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Payments made in cash, by company cheque, or by direct deposit do not incur a service fee.

Audio Visual Order Form

Exhibition/Conference Name: _____

Name:_____

Event Date:_____ Stand Number: _____

Contact Name on Day:_____

Company Name:_____

Address: _____

Telephone: _____ Fax:_____

Email: _____

For a complete range of Audio Visual equipment please contact Staging Connections Manager, Nicholas Cossart 02 6257 6786 or email: NCossart@stagingconnections.com

Data Display Equipment	Quantity	Each Day	Delivery and Set up fee	Number of days	Cost
Sony 46in LCD Screen & Stand		$420.00	$160.00		$
T430 Lenovo Laptop		$225.00	$40.00		$
LG 24in LCD Monitor		$155.00	$40.00		$
Total Charges					**$**

Staging Connections office is located on the ground floor of the National Convention Centre, staff are available to provide recommendations or if technical difficulties arise throughout your event. For outside business hours please contact the National Convention Centre on 61 2 6276 5200.

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Limited stock of plasma screens and stands are available on site
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a $40 late fee charge
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are exclusive of GST (Goods and Services Tax)
- Prices maybe subject to change at the discretion of the Management

Payment – Please complete your payment online directly with Staging Connections

Access the website via www.stagingconnections.com then click Payments tab and follow the prompts to complete your payment online.

Please Return to:
National Convention Centre Canberra
PO Box 1013
Civic Square ACT 2608
Fax : 612 6276 5276

Phone Line Order Form

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Exhibition/Conference Name: _____

Name:_____

Event Date:_____ Stand Number: _____

Contact Name on Day:_____

Company Name:_____

Address: _____

Telephone: _____ Fax:_____

Email: _____

Item	Price/Per Unit	Quantity	Total
Digital Telephone line with handset (line access through PABX by dialling "0")	$150.00 *plus call costs		
Analogue Phone/fax line (line access through PABX by dialling "0")	$150.00 *plus call costs		
ISDN (3 x 128 kbit/s lines available)	$200.00 *plus call costs		
Eftpos lines (no indial capabilities) (Require "0" dial set up in Eftpos machine prior to arrival)	$150.00 *plus call costs		
Total Charges (incl GST)			**$**

Please Note:

- You will need to provide a terminal adaptor/interface from the Network Terminator to your equipment (PC or equivalent) for ISDN lines
- All equipment is on a hire basis and prices include hire, installation, removal, insurance and GST. The cost for all telephone lines is for the line only, (This does not include configuration of PC)
- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used

Payment Details

Credit Card Number: _____ Expiry Date:_____

Bankcard Mastercard Visa Diners card American Express

Card holder name: _____ Signature: _____

I hereby authorise the National Convention Centre to process authorised charges to the above credit card

Please Return to:
National Convention Centre Canberra
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Payments made in cash, by company cheque, or by direct deposit do not incur a service fee.

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Internet Order Form

Exhibition/Conference Name: _____

Name:_____

Event Date:_____ Stand Number: _____

Contact Name on Day:_____

Company Name:_____

Address: _____

Telephone: _____ Fax:_____

Email: _____

Wireless or Cabled	**Cost per unit**	**Number required**	**Multi user** (please tick)	**Cabled Or Wireless**	**Cost**
30 minutes	$5.00 = 50mb		Single user only	Wireless only	$
1 hour	$10.00 = 100mb		Single user only	Wireless only	$
6 hours	$40.00 = 500mb				$
10 hours	$50.00 = 1gb				$
1 day code	$70.00 = 2gb				$
2 day code	$160.00= 5gb				$
3 day code	$210.00= 7gb				$
4 day code	$280.00= 10gb				$
5 day code	$350.00= 14gb				$
Cable Set up fee**	$70.00				$
Total Charges					**$**

****A cable set up fee is required with all cabled internet requests ****
A cabled or multi user internet connection will conclude at end of time limit.
A wireless internet connection will allow you to log in and out by shutting down the web browser, giving you the specified amount of access time.

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)

Payment Details

Credit Card Number: _____ Expiry Date:_____

Bankcard Mastercard Visa Diners card American Express

Card holder name: _____ Signature: _____
I hereby authorise the National Convention Centre to process authorised charges to the above credit card

<u>Please Return to:</u>
National Convention Centre Canberra
PO Box 1013
Civic Square ACT 2608
Fax : 612 6276 5276

Visa and MasterCard payments incur a merchant service fee of 1.5%, American Express, Diners and JCB payments incur a merchant service fee of 3% which will be added to the total amount payable.
Payments made in cash, by company cheque, or by direct deposit do not incur a service fee.

Equipment Hire Order Form

NATIONAL CONVENTION CENTRE Canberra
where the nation meets

Exhibition/Conference Name: _____

Name:_____

Event Date:_____ Stand Number: _____

Contact Name on Day:_____

Company Name:_____

Address: _____

Telephone: _____ Fax:_____

Email: _____

Quantity	Equipment	Price Per unit(per day)	Number of Days	Total
	Trestle Table (1.8m x0.74m)	$18.00		
	Cocktail Tables (1.8m)	$15.00		
	Chairs	$9.00		
	Trestle table cloth – White	$11.00		
	Round table cloth - White	$12.00		
	Trestle table cloth - Black	$13.00		
	Round table cloth - Black	$13.00		
	Napkin – White	$2.50		
	Red wine glasses	$1.25		
	White wine glasses	$1.25		
	Champagne glasses	$2.00		
	Champagne ice bucket	$10.00 deposit (cash on day)		
	High ball glasses	$1.25		
	Beer pilsener glasses	$1.00		
	Pin Boards	$20.00		
	Power board or extension cord	$10.00 deposit (cash on day)		
Total Charges				**$**

Please Note:

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Payment Details

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Bankcard Mastercard Visa Diners card American Express

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NATIONAL CONVENTION CENTRE Canberra
where the nation meets

Stand Catering Account Form

Exhibition/Conference Name: _____

Name:_____

Event Date:_____ Stand Number: _____

Contact Name on Day:_____

Company Name:_____

Address: _____

Telephone: _____ Fax:_____

Email: _____

The National Convention Centre has put together a list of food and beverage items that can be pre ordered and consumed at the stands during an exhibition.

Item	**Price**	**Sunday & public holiday price**	**Quantity**	**Date & Time**	**Total**
Assortment of Drumstick Icecream Cones (per piece)	$4.50	$5.20			
Ice Cream Freezer (flat rate)	$150.00	$150.00			
Assortment of fruit smoothies (per glass)	$4.50	$5.20			
Whole Fruit (10 pieces)	$16.00	$18.40			
Assorted cheese platter (serves 10 people)	$65.00	$74.75			
Muffins/Cupcakes (per piece)	$4.50	$5.20			
Assorted Danish Pastries (10 pieces)	$20.00	$23.00			
Mini Croissants (10 pieces)	$15.00	$18.75			
Assorted Sushi (20 pieces)	$96.00	$110.40			
Bowl of potato chips (serves 20 people)	$45.00	$51.75			
Bowl of mixed nuts (serves 20 people)	$53.00	$60.95			
Spring rolls and samosa (20 pieces)	$53.00	$60.95			
Bowl of Mentos mints or lollies (1kg)	$21.00	$24.15			
Beverages					
Cans of soft drinks	$4.50p/can	$4.80p/can			
Peroni Beer	$9.50p/bottle	$10.90p/bottle			
Crown Lager Beer	$9.00p/bottle	$10.35p/bottle			
Fat Yak Beer	$9.00p/bottle	$10.35p/bottle			
Tatachilla Shiraz Cabernet (Red Wine)	$6.50p/glass	$7.50p/glass			
Tatachilla Chardonnay (White Wine)	$6.50 p/glass	$7.50p/glass			
Total Charges					**$**

***Please note alternative wine and beer available upon request**

All alcoholic beverages served to centre guests must be served by RSA certified staff. These may be supplied by the exhibitor (certification must be presented) or hired from the National Convention Centre at a cost to the exhibitor.

Stand Catering Form continued……

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge charge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Prices maybe subject to change at the discretion of the Management

Payment Details

Credit Card Number: _____ Expiry Date:_____

Bankcard Mastercard Visa Diners card American Express

Card holder name: _____ Signature: _____

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Coffee Cart Order Form

NATIONAL CONVENTION CENTRE Canberra
where the nation meets

Exhibition/Conference Name:_____

Name:_____

Event Date:_____ Stand Number: _____

Contact Name on Day:_____

Company Name:_____

Address: _____

Telephone: _____ Fax:_____

Email: _____

Hire of the coffee cart is $180.00 per hour at a minimum of 5 consecutive hours per day.
This includes 1 x barista, coffee, condiments and milk.

Day/Date	Start Time	Finish Time	Number of hours	Price ($180 x number of hours)
Total Charges				**$**

Please Note:

- An additional barista @ $42.00 per hour Monday – Friday, $44.00 per hour Saturdays, $59.00 per hour Sundays, $60 per hour Public Holiday (Minimum 5 hours)
- All coffee cart requests must be ordered **20 days prior** to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 20 days prior to the start of an event will incur a 20% late surcharge charge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used.
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Type of beverages served : Flat white/ Latte/ Long black/ Short black/ Decaffeinated/ Hot Chocolate /Tea

Payment Details

Credit Card Number: _____ Expiry Date:_____

Bankcard Mastercard Visa Diners card American Express

Card holder name: _____ Signature: _____

I hereby authorise the National Convention Centre to process authorised charges to the above credit card

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NATIONAL CONVENTION CENTRE Canberra
where the nation meets

Delivery Docket

DELIVER TO:
NATIONAL CONVENTION CENTRE
31 CONSTITUTION AVE
CANBERRA ACT 2601

COMPANY NAME: _____

EVENT NAME: _____

DATE OF EVENT: _____

ROOM: _____ STAND NUMBER: _____

SENDERS CONTACT NAME: _____

SENDERS CONTACT PHONE NUMBER: _____

RECEIVERS CONTACT NAME: _____

RECEIVERS CONTACT PHONE NUMBERS: _____

PALLET: _____ OF: _____

ITEM: _____ OF: _____

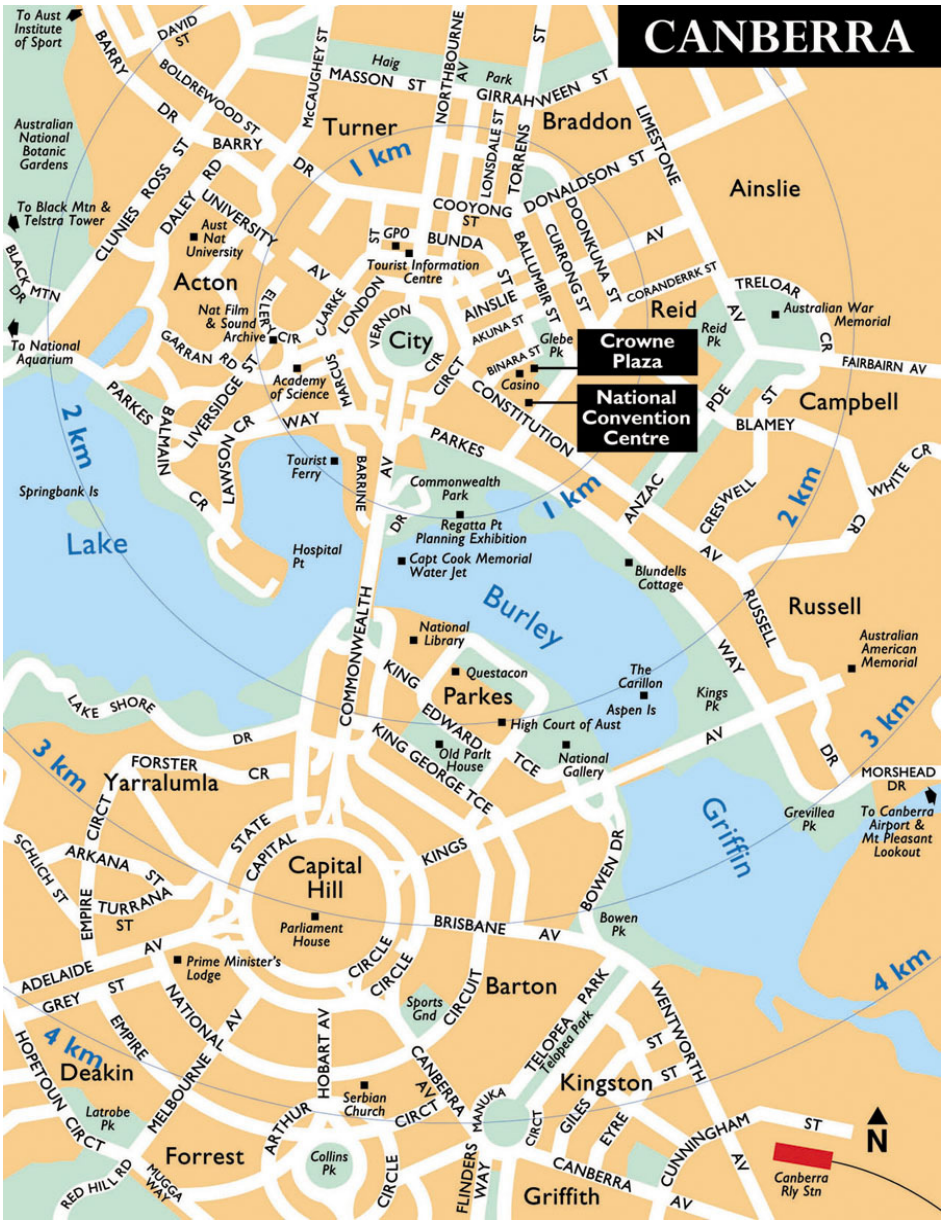
DESCRIPTION OF GOODS (PLEASE CIRCLE):

- Organiser Goods
- Satchel Materials
- Exhibition Goods

PLEASE AFFIX THIS LABEL TO ANY MATERIALS BEING SENT TO THE NATIONAL CONVENTION CENTRE
Goods will only be accepted between the hours of 8am and 4pm, Mon – Fri, two (2) working days prior to the event

NATIONAL CONVENTION CENTRE Canberra
where the nation meets

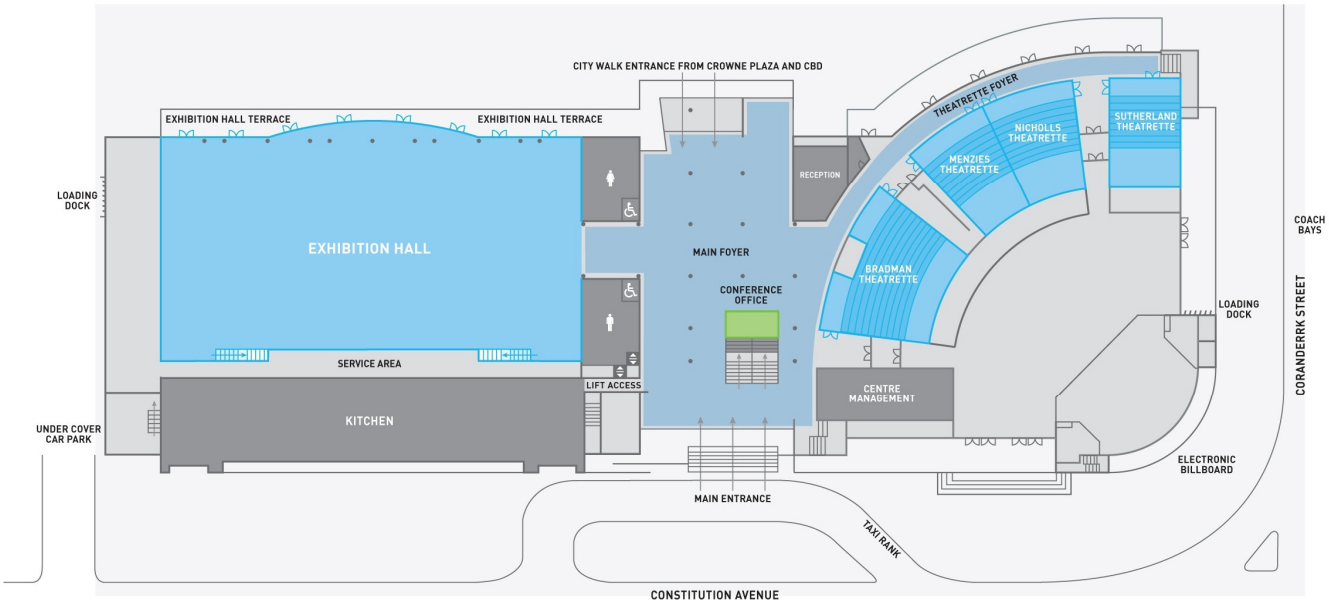
Location Map



NATIONAL CONVENTION CENTRE Canberra
Where the nation meets

Floor Plan

Ground Floor



First Floor